

RULE NO. 22

The Military Family Financial Relief Act (AB 1666 Chaptered 09-22-2005)

A. Definitions

1. "Service member" means both of the following:

a. Members of the militia called or ordered into active state service by the Governor pursuant to Section 143 or 146 or into active federal service by the President of the United States pursuant to Title 10 or 32 of the United States Code.

b. Reservists of the United States Military Reserve who have been called to full-time active duty.

2. "Military service" means full-time active state service or full-time active federal service, as defined in paragraph A above, or full-time active duty of a reservist, as defined in paragraph B above, for a period of 30 consecutive days.

3. "Qualified customer" means the customer of record of a qualified household.

4. "Qualified household" is a residential household for which the income is reduced because the customer of record, the spouse of the customer of record, or the registered domestic partner of the customer of record, as defined by Section 297.5 of the Family Code, is a service member called to full-time active military service by the President of the United States or the Governor of this state during a time of declared national or state emergency or war.

B. Application for the Program

Application for shutoff protection shall be submitted in writing to the utility at its regular business office and accompanied by a copy of the activation or deployment order of a service member that specifies the duration of the active service. The Application shall include: "I understand that the protection afforded by the Act only defers the time of payment of all water charges and does not waive or cancel them."

A qualified customer receiving assistance under this rule shall notify the Company if the active duty status of the service member is either shortened or extended.

If the qualified customer moves out of the residence that is receiving shutoff protection, he/she shall provide the company a written notice that includes the date of service termination and a valid forwarding address.

(Continued)

(TO BE INSERTED BY UTILITY)

ADVICE LETTER NO. 949

ISSUED BY

D. P. STEPHENSON

NAME

(TO BE INSERTED BY C.P.U.C.)

DATE FILED JUN 13 2012

EFFECTIVE JUN 18 2012

DECISION NO. D.12-06-016

DIRECTOR - Rates & Regulatory

TITLE

RESOLUTION

RULE NO. 22 (Continued)
The Military Family Financial Relief Act

C. Shutoff Protection

Shutoff protection provided by this program is for a period of 180 days. The Company may but is not required to grant extensions after the initial 180-day period.

D. Payment for Utility Services

The shutoff protection provided under this section shall not void or limit the obligation of the qualified customer to pay for utility services received during the time of assistance.

The Company and its qualified customer shall establish a repayment plan requiring minimum monthly payments that allows the qualified customer to pay any past due amounts over a reasonable time period not to exceed one year after the service member's release from active military duty.

The utility will not charge late payment fees or interest to the qualified customer during the period of military service or the repayment period.

E. General Provisions Applicable to this Rule

This tariff shall not affect or amend any rules or orders of the California Public Utilities Commission pertaining to billing standards.

If terms and conditions under this section are not followed by the qualified customer, the Company may follow its procedures and rules on customer standards and billing practices for providing water residential service.

A qualified customer receiving assistance under this rule shall notify the Company if the active duty status of the service member is either shortened or extended.

F. Notification of Customers

The Company will notify all customers of the availability of the program through a text message on the water bill.

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